

**Iowa Department of Human Services  
CHILD CARE CENTER COMPLAINT**

<b>Name of Center:</b> Glenwood Head Start Preschool		<b>Enrollment:</b> 27	<b>License ID:</b> 4165000001
<b>Street:</b> 103 Central	<b>City:</b> Glenwood	<b>IA Zip Code:</b> 51534	<b>County:</b> Mills
<b>Mailing Address:</b> P.O. Box 709			
<b>Mailing City:</b> Harlan	<b>IA Zip Code:</b> 51537		
<b>Director's Name:</b> Penny Lingle		<b>Center Phone Number:</b> 712-527-2023	
<b>On-Site Supervisors:</b> Lesley Eggert		<b>E-Mail Address:</b> jmcDonald@wccaheadstart.org	

**Date of Complaint:** 1/9/2014

**Date of Visit:** 1/13/2014

☐ Scheduled      ☒ Unannounced      ☐ NA

☐ Non-Compliance with Regulations Found      ☐ Compliance with Regulations Found      ☒ NA

**RECOMMENDATION FOR LICENSE**

☒ **NO CHANGES to licensing status recommended**

☐ **PROVISIONAL license from**      **to**

☐ **SUSPENSION of License**

☐ **REVOCATION of License**

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**Summary of Complaint:**

Informant states that Lesley Eggert was restraining a child, she had him on the floor and was holding his legs and the child was saying "Stop you're hurting me".

**Licensing Rules Relevant to the Complaint:**

109.12(2) Discipline does not allow -- corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

**Inspection Findings:**

I made an unannounced visit to Glenwood Head Start on 1-13-2014. I discussed the complaint with Head Start staff Leslie Eggert and Teresa Scott.

Lesley Eggert said she loves all of the kids and would never hurt them. She said she doesn't do physical holds on the children. she is aware of the incident in question and she describes the incident as the child was running around the room and flipped a chair. She said she was able to have the child sit on the floor by her to give him a hug. The child started to kick her and she move away. Lesley is upset that she has had complaints directed towards her as she says they aren't true.

I talked with Teresa Scott about the incident, she reported that she saw Lesley holding the child on the side of her while sitting on the floor - Lesley had her arm around him (Lesley said this was when she was giving the child a hug). Teresa didn't see seeing Lesley holding the child's feet and she doesn't recall the child saying "stop you're hurting me" but he might have. She said the child had been throwing things - a chair and toys at the other kids. Teresa felt that Lesley was appropriate in dealing with the child.

Lesley said they are working to develop a plan for this child.

Sixteen children and three staff were present during my visit.

**Special Notes and Action Required:**

Lesley reported that Head Start was having a PBIS training on 1-20-14 for all staff and this training is about working with children with behavior issues.

I am recommending that plans be developed for working with children with behavior issues in a timely manner. I would also recommend that you work with the family to possible make a referral to Area Education Agency.

A couple of children in the program have been identified as needing monitoring and possible additional services and/or programming. The child/children's behaviors need to be dealt with in a safe, effective and timely manner. The safety of all of the children needs to be monitored and addressed. The staff need to know effective ways to work with the children who are acting out and they need to keep the other children safe in the class room. The staff need to know they are being supported and listened to and that there are resource options.

Please let me know what the plan is for the identified children in the classroom.

**Consultant's Signature:**

**Date:**

01/28/2014

A handwritten signature in black ink, appearing to read "Holly George-Kennedy". The signature is written in a cursive, flowing style.